

JOB DESCRIPTION

City of Kerrville, Texas

Effective Date: June 2015

Position Title:

HR Control #: 113-J01 / 113-J10

TELECOMMUNICATIONS SPECIALIST

Department	Police	Pay Grade	PDA-1
Division	Support Services	FLSA Classification	Non-exempt
Immediate Supervisor	Communications Manager	Employment Status	Full-time

Job Summary:

Receive incoming emergency 911 calls and dispatch appropriate emergency equipment and personnel. Input information into the computer and perform research as requested. Monitor radio channels. Provide accurate and appropriate information as needed.

Disclaimer: *The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.*

Principle Duties and Responsibilities: This information is intended to be descriptive of the principle duties and responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

1. Receive and process emergency 911 calls by answering incoming calls, gathering information, dispatching appropriate emergency equipment and personnel, and remain on the line as necessary to offer appropriate responses and information. Provide accurate and appropriate information as needed.
2. Input information into the computer by logging all radio traffic and calls for service and generating short reports.
3. Perform research by using TLETS and other computers to retrieve information requested by officers.
4. Perform other duties as may be assigned.

Required Knowledge, Skills and Abilities:

- Type a minimum of 50 words per minute.
- Ability to work calmly in stressful situations.
- Ability to give and receive messages via telecommunications equipment clearly and effectively, and use sound judgment.
- Ability to obtain required certification.
- Ability to work assigned shift, including nights, weekends and holidays.
- Ability to maintain regular and predictable attendance.

Machines, Tools, Equipment and Work Aides:

- Computer and related software, TLETS computer, radio equipment, telephone, fax, copier, printer.

Education, Certification, and Experience:

- Possession of a High School Diploma or equivalent.

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- Possession of a valid Texas Class C driver's license.
- Possession of a valid TCIC/NCIC Certification, or obtain within six months of date of hire.
- Possession of a valid TLETS/NLETS Communication Certification, or obtain within one year of date of hire.
- One-year experience as a police/fire/EMS dispatcher, communications specialist, or any comparable position preferred.

Physical and Environmental Conditions:

Duties are generally performed in an office setting. Some light work requiring occasional lifting objects up to 20 pounds to move object. Must be able to sit for long periods of time. Work may also require stooping, kneeling, crouching, bending, standing, walking, pushing, and pulling.

Special Requirements:

Telecommunications Specialist work weekends, nights, holidays and emergencies.

Must obtain TCIC/NCIC certification within six months of employment.

Must obtain TLETS/NLETS certification within one year of employment.

Signature/Approval:

I hereby acknowledge review and understanding of this job description.

_____ Printed Name of Employee	_____ Signature of Employee	_____ Date
Communications Manager _____ Supervisor	_____ Signature of Supervisor	_____ Date
Chief of Police _____ Department Director	_____ Signature of Department Director	_____ Date